

Ryan White Part B Oral Health Program Guidelines

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PROGRAM OVERVIEW

Oral Health Program

The Ryan White Part B Program (RWPBP) in Tennessee is partnering with Guardian Insurance. Guardian is administering TN's oral health insurance plan for Ryan White programs. This plan provides recipients with customizable, comprehensive oral health benefits, lower cost of oral health care services on average, gives recipients access to a large network of dentists and is administered through an easy to use web-based platform. Tennessee Department of Health (TDH) and United Way of Greater Nashville (UWGN) staff will administer the program to create processes for enrollment, eligibility, claims adjudication, tracking claims and client balances. The Oral Health Program is available to eligible Ryan White Clients who currently reside in all counties of Tennessee except for Tipton, Shelby, and Fayette counties, as these counties are covered in the Ryan White Part A Memphis oral health program.

The program has the following goals:

- ❖ Control or eliminate oral infection
- ❖ Correct a condition that prevents an individual from adhering to their medication
- ❖ Provide preventive care

Clients are approved to receive services during the grant year beginning on April 1, 2021 and ending March 31, 2022 based on availability of funding. Individuals participating in the program are capped at a level of service, not to exceed \$1,500. Only clients enrolled in the Oral Health Program can receive dental assistance. TDH will monitor client eligibility daily. Approval priority will be given to clients based on regional allocation of oral health spots available. UWGN, the lead agency, is responsible for administering all dental payments to Guardian Dental.

CLIENT ELIGIBILITY

To access the program, a client must work with a Case Manager to determine if the following criteria are met:

- Clinically testing positive for HIV/AIDS
- Be a resident of Tennessee
- Have a household income that is equal to or less than the 400% federal poverty level (FPL)
- No other dental insurance
- Be willing to accept oral health care services on an outpatient basis only

CLIENT RIGHTS

- The client has the right to confidentiality and privacy regarding you, your HIV status, and the oral health care services you receive.
- The client has the right to be offered and to receive oral health care services without discrimination based on age, race, gender, ethnic background, religion, disability, or sexual orientation.
- The client has the right to select the oral health care provider of your choice from Guardian's in-network provider list.
- The client has the right to take an active role in the decisions regarding their oral health care.
- The client has the right to be treated with dignity and respect.
- The client has the right to file a grievance if they have concerns about the service or the way that you have been treated. (Any concerns about the oral health care provider's staff and/ or environment must be addressed directly with the provider via the provider's office policies). See page 6 for Grievance Procedures.

CLIENT RESPONSIBILITIES

- The client is responsible for contacting your case manager, by phone or in person, to determine eligibility for oral health care services under RWPBP.
- The client is responsible for maintaining their Ryan White client eligibility every six months. Failure to do so will result in termination from the Oral Health program.
- The client is responsible for working with the case manager to ensure an oral health application is submitted.
- The client is responsible for notifying the case manager within thirty (30) calendar days of any changes in household income, residency, insurance status, and size of your household.
- The client is responsible for making and keeping all scheduled appointments.

- The client is responsible for the cancellation and/ or rescheduling of appointments within 24 hours prior to the appointment.
- The client is responsible for paying any fee(s) from the oral health care provider/dentist's office that may result from not keeping scheduled appointments.
- The client will be held responsible for paying any costs from the oral health care provider/dentist that exceeds their annual program cap of \$1,500.
- The client is responsible for treating anyone involved in this program (e.g. case manager, TDH staff, UWGN Lead fiscal agency staff, and oral health care provider/dentist staff etc.) with dignity and respect.

APPLYING FOR ORAL HEALTH SERVICES

All applicants for the oral health program must complete an oral health program application through your Ryan White case manager. An analysis was conducted to determine the number of spots per region based on the number of Ryan White clients per region. TDH used computer software to randomize selection of applicants for the oral health program. When the spots per region are full, no other clients will be accepted into the oral health program until the following grant year based upon availability of funds. Clients will not automatically remain in the Oral Health Program from year to year. TDH will notify case managers when clients' oral health services have been activated.

Case managers who are referring clients to the Oral Health Program must carry out the following procedures:

- The client requests oral health services from an approved Case Manager.
- The case manager will determine the eligibility of a client to receive services through the Oral Health Program that are consistent with the rules provided by TDH RWPBP.
- The case manager will submit an oral health program application via REDCap for clients.
- Oral Health Program Client's Rights and Responsibilities Statement must be signed by new clients upon enrollment into the program.
- The case manager will discuss with the client the rules, limits, and expectations (behavioral and financial) of the Oral Health Program.
- See Guardian Benefits page to view allowable services.
- Services must be outpatient.
- Services cannot be cosmetic in nature such as inlays, onlays, and veneers.
- The case manager will maintain in the client chart appropriate oral health program materials and required eligibility documentation per HIPAA, Ryan White and HRSA standards. This documentation may be subject to external audit by any legally authorized entity.

LOSS OF ELIGIBILITY DURING TREATMENT

If you are disenrolled from the RWPB Program during dental treatment, the Oral Health Program will not cover any accrued cost during this time period. Services will only be covered for clients during the time enrolled in the RWPB Program.

GRIEVANCE PROCEDURE FOR ORAL HEALTH PROGRAM

The purpose of the Grievance Procedure is to provide a fair and systematic process that individuals or agencies may express concerns and to establish a reasonable mechanism for resolving problems and complaints.

If you have a grievance or complaints regarding service, please follow the dentist office Grievance policy. If you believe your complaint/grievance has not been resolved with the direct provider of service or individual with whom there is a concern, then the complaint/grievance should be filed with UWGN. All complaints/grievances will be addressed within 30 business days from receipt of the client written formal complaint. Clients have the right to voice grievance/complaint to the Tennessee Department of Health Oral Health Program if they feel it was unresolved.

Grievances or complaints concerning the Oral Health Program should be directed to the following agencies:

Nature of the problem(s)	Contact Person
Claims or Benefits related	Guardian Dental
Oral health providers or services rendered	United Way of Greater Nashville
Unresolved grievances	Tennessee Department of Health